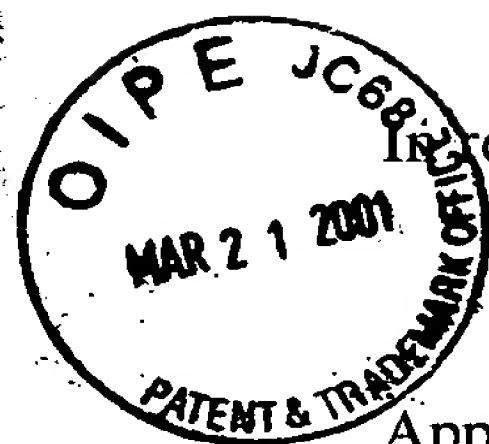


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Patent
Attorney's Docket No. 025000-065

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



In re Patent Application of)

Thomas H. BATEMAN, et al.)

Application No.: 09/239,701)

Filed: January 28, 1999)

For: METHOD AND SYSTEM FOR)
COORDINATING DATA AND)
VOICE COMMUNICATIONS VIA)
CUSTOMER CONTACT CHANNEL)
CHANGING SYSTEM USING)
VOICE OVER IP)

Group Art Unit: 2182

Examiner: Perveen, R.

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MAR 23 2001

Technology Center 2100

AMENDMENT AND RESPONSE UNDER 37 C.F.R. § 1.111

Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action dated November 21, 2000, which set a three-month shortened statutory period for response thereto, please amend the above-captioned patent application as follows. A Petition for a one-month extension of time under 37 C.F.R. § 1.136(a), and the fee specified in 37 C.F.R. § 1.17(a), are filed concurrently herewith.

IN THE CLAIMS:

Kindly cancel Claims 56-74 and 79.